

USAID | Jordan

Economic Growth and Competitiveness Assessment 2017

Private Sector Survey: Questionnaire

Version 5.0-II

Nov. 18, 2017

A. Screening Questions

Question	Response Parameters
A1. Governorate	<ul style="list-style-type: none"> <input type="radio"/> Amman <input type="radio"/> Zarqa <input type="radio"/> Balqa <input type="radio"/> Madaba <input type="radio"/> Irbid <input type="radio"/> Mafraq <input type="radio"/> Jarash <input type="radio"/> Ajloun <input type="radio"/> Tafleeh <input type="radio"/> Karak <input type="radio"/> Maan <input type="radio"/> Aqaba
A2. District	<ul style="list-style-type: none"> <input type="radio"/> Add a list of all districts under each municipality
A3. Sub-district	Record Sub-district
A4. Address	Record GPS coordinates
A5. Number of employees	<ul style="list-style-type: none"> <input type="radio"/> 5 to 10 <input type="radio"/> 11 to 25 <input type="radio"/> 26 to 50 <input type="radio"/> 51 to 100 <input type="radio"/> 101 to 250 <input type="radio"/> 251 to 500 <input type="radio"/> 501 to 1000 <input type="radio"/> More than 1000

A6. ISIC	Record ISIC from database
A7. Are you the decision maker in the company? Are you aware of the establishment of the firm, its current operations, and future plans?	<input type="radio"/> Yes- skip to A8 <input type="radio"/> No- Thank respondent and end interview. Ask respondent for the decision maker- ask A7i.
A7i. Name and phone number of decision maker	<input type="radio"/> Record name of decision maker <input type="radio"/> Record phone number of decision maker
A8. Is your business's performance or revenues affected/ related to tourism?	<input type="radio"/> Yes <input type="radio"/> No

B. Company Information

Question	Response Parameters
B1. When was the firm established?	Answer in month and year _____ (MM/YY)
B2. How was the firm established? <i>(Choose One)</i>	<input type="radio"/> Always private from start up <input type="radio"/> Privatization of state owned firm <input type="radio"/> Joint-Venture with foreign partner(s) <input type="radio"/> Joint-Venture between Public and Private Sectors <input type="radio"/> Private subsidiary of formerly state-owned firm <input type="radio"/> Not sure
B3. What was the maximum number of FTE employees that your firm employed during its first year of operations? <i>(Choose One)</i>	<input type="radio"/> Sole Proprietorship <input type="radio"/> 2-9 <input type="radio"/> 10-24 <input type="radio"/> 25 + <input type="radio"/> Do Not Know
B4. Which of the following best describes your motivation for starting your own company? Single Response (the statement that best describes the motivation)	Open Ended _____ Enter Verbatim & Post Code (Pre-codes for anticipated responses itemized below) 1. I wanted to own my own business 2. I wanted to work in this industry and starting a business allowed me to do this 3. Starting a business allows me to work close to my family 4. I wanted to work in the public sector but could not find a job 5. I wanted to work for a large company but could not find a job 6. My family wanted me to take on one of the family businesses 7. I was not allowed to work outside

Question	Response Parameters
	8. I had no choice, it was the only thing available 9. To generate income for my family
B5. What is the legal status of your business's registration?	<input type="radio"/> Sole proprietorship <input type="radio"/> limited liability company <input type="radio"/> general partnership <input type="radio"/> limited partnership company <input type="radio"/> Other <input type="radio"/> Don't know
B6. Is your business licensed by the local municipality?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Don't know <input type="radio"/> Refuse to Answer
B6i. If not, why not? Use Pre-Codes #1 to #7 or enter response and post code. Multiple response	Open Ended _____ (enter Verbatim) 1. Licensing Fees 2. I cannot go to the municipality to acquire the necessary license 3. I do not see any benefits 4. Not a requirement for my business 5. Lack of understanding of how and where to register 6. Amount of paperwork and reporting required 7. Registration and licensing complications make it impossible to re 8. Acquiring and renewing a license every year is too much work 9. Takes too much time
B7. What is the current ownership structure? (List % in each; must total 100)	— Percentage invested by Private Domestic Interests (e.g. Jordanian Residents and Jordanian Firms) — Percentage invested by Private Foreign Interests (e.g. Foreign Persons and Foreign Companies) — Percentage invested by Public Interests (e.g. Jordanian Government Institutions)
B8. Among the owners of the firm, are there any females?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Sure
B8i. If yes, what percentage of the firm is owned by females?	<input type="radio"/> Less than 5% <input type="radio"/> Between 5% and 25% <input type="radio"/> Between 25% and 50% <input type="radio"/> More than 50%

Question	Response Parameters
B9. Among the owners of the firm, are there any persons between the ages of 18 and 35?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Sure
B9i. If yes, what percentage of the firm is owned by persons between the ages of 18 and 35?	<input type="radio"/> Less than 5% <input type="radio"/> Between 5% and 25% <input type="radio"/> Between 25% and 50% <input type="radio"/> More than 50%
B10. What is the highest level of education completed by the top manager? (Choose One)	<input type="radio"/> University Degree(s) (Bachelors or higher) <input type="radio"/> Technical Degree (Associate / Vocational) <input type="radio"/> Secondary School <input type="radio"/> Primary School <input type="radio"/> None of the above
B11. Do you sign contracts or formal agreements with clients or suppliers?	<input type="radio"/> Always <input type="radio"/> Often <input type="radio"/> Infrequently <input type="radio"/> Never <input type="radio"/> Don't know <input type="radio"/> Refuse to answer
B11i. If yes, who do you go to if these agreements are broken?	<input type="radio"/> None <input type="radio"/> Family Dispute Resolution <input type="radio"/> Local Community or Tribal Court <input type="radio"/> Informal Meeting <input type="radio"/> Court System <input type="radio"/> Mediation or Arbitration (ADR) <input type="radio"/> Other <input type="radio"/> Don't Know
B12. Into which of the following markets are you providing products or services? (Select all that Apply)	<input type="radio"/> Within my Governorate <input type="radio"/> Across many cities in Jordan <input type="radio"/> To other countries in the Middle East and/or North Africa (MENA) Region <input type="radio"/> To countries in Europe <input type="radio"/> To countries in North America <input type="radio"/> To countries in Asia <input type="radio"/> To countries in Sub-Saharan Africa or South America

Question	Response Parameters
B13. Is your business in one location or do you have different locations (i.e. branches, point of sale, point of service)	<ul style="list-style-type: none"> <input type="radio"/> Single Location <input type="radio"/> Multiple Locations <ul style="list-style-type: none"> ▪ If Multiple, # of Locations _____
B14. Do you own or rent the space for your main business location?	<ul style="list-style-type: none"> <input type="radio"/> Own <input type="radio"/> Rent <input type="radio"/> Other (specify) _____
B15. When it comes to sales, does your business have a high or low season (seasonal) or are your sales consistent throughout the year?	<ul style="list-style-type: none"> <input type="radio"/> Seasonal <input type="radio"/> Sales are consistent throughout the year <input type="radio"/> Don't know (DO NOT READ)
B15i. if seasonal, have the challenges associated with seasonality of your business changed over the past 3 years?	<ul style="list-style-type: none"> <input type="radio"/> Significantly more challenging <input type="radio"/> More Challenging <input type="radio"/> Same <input type="radio"/> Less Challenging <input type="radio"/> None of the Above
B16. Does the establishment have an internationally recognized quality certification? (Choose One)	<ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Not Sure
B16i. if yes, what certification(s)	_____ Record Verbatim and Post Code Responses
B17. If you are a manufacturing firm, which of the following best describes your operations? (Choose One)	<ul style="list-style-type: none"> <input type="radio"/> Original Brand Manufacturer (OBM) <input type="radio"/> Original Design Manufacturer (ODM) <input type="radio"/> Original Equipment Manufacturer (OEM) <input type="radio"/> Local Manufacturer / Supplier (CMT) <input type="radio"/> Not Sure <input type="radio"/> Not Applicable
B18. What percentage of your inputs (in terms of value) come from the following supplying markets? (List % in each; must total 100)	<ul style="list-style-type: none"> — Local markets in Jordan — Markets in the Middle East and/or North Africa — Markets in Asia, Europe, North America — Other Supplying Markets <p>✓ For manufacturing firms, inputs refers to raw materials, semi-processed goods, finished products, or other materials that you transform into products to sell. ✓ For services companies, inputs refers to clientele.</p>

Question	Response Parameters
<p>B19. Which of the following best describes your aspirations for the firm?</p> <p><i>(Choose One)</i></p>	<ul style="list-style-type: none"> <input type="radio"/> To provide a stable income that supports my family. <input type="radio"/> To become a well-known supplier in Jordan. <input type="radio"/> To become a well-recognized supplier in the Middle East & North Africa Region. <input type="radio"/> To become a well-recognized supplier beyond the MENA Region. <input type="radio"/> To transform the way my industry provides good and services.
<p>B20. Check all of the following digital platforms that your company has online presence through:</p> <p><i>(Select all that Apply)</i></p>	<ul style="list-style-type: none"> <input type="checkbox"/> This firm uses email to communicate with buyers and suppliers <input type="checkbox"/> This firm uses social media and/or other online platforms to advertise to potential customers <input type="checkbox"/> This firm has a website that provides information to customers and suppliers <input type="checkbox"/> This firm sells goods and services online <input type="checkbox"/> The firm has its own smart application on the smart devices <input type="checkbox"/> Other __ <i>(Explain and Post Code)</i> _____
<p>B21. Check all of the following internal systems and technologies that apply to your firm:</p> <p><i>(Select all that Apply)</i></p>	<ul style="list-style-type: none"> <input type="checkbox"/> This firm uses software to manage finances <input type="checkbox"/> This firm uses software to manage customer relationships <input type="checkbox"/> This firm uses software to manage human resources <input type="checkbox"/> Other __ <i>(Explain and Post Code)</i> _____

C. The Business and Social Environment

Question	Response Parameters																										
<p>C1. What are the two most important constraints and/or limitations for your business today? (OPEN ENDED)</p> <p><i>Pre-codes are listed #1-24. Do not read them to the respondent. If the respondent answer matches a pre-code below, write the number for the pre-code. If the answer does not match any of the pre-codes, note as other (24) and record it verbatim.</i></p>	<p>I. _____ (Open Ended and POST CODE) II. _____ (Open Ended and POST CODE)</p> <table border="0"> <tr> <td>1. Low profits</td> <td>14. Lack of Regulation</td> </tr> <tr> <td>2. Lack of market, difficult access to market</td> <td>15. General country situation</td> </tr> <tr> <td>3. Problems with the site: venue too small, inadequate floor space or layout</td> <td>16. Issues related to utilities, expensive or un reliable energy, water, communication services</td> </tr> <tr> <td>4. Lack of financial services</td> <td>17. Issues with inputs: difficulties accessing, low input or merchandise quality</td> </tr> <tr> <td>5. No access to loans / No access to finance</td> <td>18. Lack of time for the business have multiple jobs, have multiple responsibilities</td> </tr> <tr> <td>6. Low product, services quality</td> <td>19. Personal issues affecting the business</td> </tr> <tr> <td>7. Clients don't pay or take long time for them to pay</td> <td>20. Security concerns, thieves</td> </tr> <tr> <td>8. Low motivation, not reliable or low skilled workers</td> <td>21. Too much paper work, time consuming and expensive processes to keep the business formal</td> </tr> <tr> <td>9. High workers turnover</td> <td>22. High taxes and government fees</td> </tr> <tr> <td>10. Inadequate, outdated machinery, frequent malfunction, difficulties getting spare parts, expensive repair services</td> <td>23. Harassment of authorities local or national authorities</td> </tr> <tr> <td>11. Legal issues</td> <td>24. Other (write verbatim in I or II)</td> </tr> <tr> <td>12. Inadequate policies, insufficient incentives</td> <td></td> </tr> <tr> <td>13. Over-Regulation</td> <td></td> </tr> </table>	1. Low profits	14. Lack of Regulation	2. Lack of market, difficult access to market	15. General country situation	3. Problems with the site: venue too small, inadequate floor space or layout	16. Issues related to utilities, expensive or un reliable energy, water, communication services	4. Lack of financial services	17. Issues with inputs: difficulties accessing, low input or merchandise quality	5. No access to loans / No access to finance	18. Lack of time for the business have multiple jobs, have multiple responsibilities	6. Low product, services quality	19. Personal issues affecting the business	7. Clients don't pay or take long time for them to pay	20. Security concerns, thieves	8. Low motivation, not reliable or low skilled workers	21. Too much paper work, time consuming and expensive processes to keep the business formal	9. High workers turnover	22. High taxes and government fees	10. Inadequate, outdated machinery, frequent malfunction, difficulties getting spare parts, expensive repair services	23. Harassment of authorities local or national authorities	11. Legal issues	24. Other (write verbatim in I or II)	12. Inadequate policies, insufficient incentives		13. Over-Regulation	
1. Low profits	14. Lack of Regulation																										
2. Lack of market, difficult access to market	15. General country situation																										
3. Problems with the site: venue too small, inadequate floor space or layout	16. Issues related to utilities, expensive or un reliable energy, water, communication services																										
4. Lack of financial services	17. Issues with inputs: difficulties accessing, low input or merchandise quality																										
5. No access to loans / No access to finance	18. Lack of time for the business have multiple jobs, have multiple responsibilities																										
6. Low product, services quality	19. Personal issues affecting the business																										
7. Clients don't pay or take long time for them to pay	20. Security concerns, thieves																										
8. Low motivation, not reliable or low skilled workers	21. Too much paper work, time consuming and expensive processes to keep the business formal																										
9. High workers turnover	22. High taxes and government fees																										
10. Inadequate, outdated machinery, frequent malfunction, difficulties getting spare parts, expensive repair services	23. Harassment of authorities local or national authorities																										
11. Legal issues	24. Other (write verbatim in I or II)																										
12. Inadequate policies, insufficient incentives																											
13. Over-Regulation																											
<p>C2. Name the two most problematic factors for doing business in your country: (OPEN ENDED)</p> <p><i>Pre-codes are listed #1-15. Do not read them to the respondent. If the respondent answer matches a pre-code below, write the number for the pre-code. If the answer does not match any of the pre-codes, note as other and record it verbatim.</i></p>	<p>I. _____ (Open Ended and POST CODE) II. _____ (Open Ended and POST CODE)</p> <table border="0"> <tr> <td>1. Limited access to financing</td> <td>2. Inadequately educated/skilled workforce</td> <td>3. Regional Instability</td> </tr> <tr> <td>4. Restrictive Labor Regulations</td> <td>5. Poor work ethic in the labor force</td> <td>6. Taxes</td> </tr> <tr> <td>7. Foreign currency regulations</td> <td>8. Policy Instability</td> <td>9. Inflation</td> </tr> <tr> <td>10. Inadequate infrastructure</td> <td>11. Crime and theft</td> <td>12. Poor Public Health</td> </tr> <tr> <td>13. Inefficient government bureaucracy</td> <td>14. Corruption</td> <td>15. No Capacity to Innovate</td> </tr> </table>	1. Limited access to financing	2. Inadequately educated/skilled workforce	3. Regional Instability	4. Restrictive Labor Regulations	5. Poor work ethic in the labor force	6. Taxes	7. Foreign currency regulations	8. Policy Instability	9. Inflation	10. Inadequate infrastructure	11. Crime and theft	12. Poor Public Health	13. Inefficient government bureaucracy	14. Corruption	15. No Capacity to Innovate											
1. Limited access to financing	2. Inadequately educated/skilled workforce	3. Regional Instability																									
4. Restrictive Labor Regulations	5. Poor work ethic in the labor force	6. Taxes																									
7. Foreign currency regulations	8. Policy Instability	9. Inflation																									
10. Inadequate infrastructure	11. Crime and theft	12. Poor Public Health																									
13. Inefficient government bureaucracy	14. Corruption	15. No Capacity to Innovate																									
<p>C3. How do you assess the general state of infrastructure (e.g., transport, communications and energy) in your country?</p>	<p style="text-align: center;">Among the worst in the world 1 2 3 4 5 6 7 Among the best in the world</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>																										

Question	Response Parameters								
C4. How is the quality (extensiveness and condition) of transport infrastructure for the following?	<i>Among the worst in the world</i>	1	2	3	4	5	6	7	<i>Among the best in the world</i>
	<ul style="list-style-type: none"> • Roads • Airports • Seaports 	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
C5. How efficient are the following services?	<i>Among the worst in the world</i>	1	2	3	4	5	6	7	<i>Among the best in the world</i>
	<ul style="list-style-type: none"> • Ground Transport (Buses, Taxis) • Air Transport Services • Seaport Services 	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
C6. How reliable is the electricity supply?	<i>Extremely Unreliable</i>	1	2	3	4	5	6	7	<i>Extremely Reliable</i>
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
C7. How reliable is the water supply?	<i>Extremely Unreliable</i>	1	2	3	4	5	6	7	<i>Extremely Reliable</i>
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
C8. How efficient are the customs procedures?	<i>Extremely inefficient</i>	1	2	3	4	5	6	7	<i>Extremely efficient</i>
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
C9. How efficient are changes in modes of transport to destination?	<i>Extremely inefficient</i>	1	2	3	4	5	6	7	<i>Extremely efficient</i>
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
C10. How prevalent is foreign ownership of companies?	<i>Extremely Rare</i>	1	2	3	4	5	6	7	<i>Extremely Prevalent</i>
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
C11. To what extent do taxes reduce the incentive to invest?	<i>To a great extent</i>	1	2	3	4	5	6	7	<i>Not at all</i>
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
C12. How intense is competition in local markets in your company's sector?	<i>Not intense at all</i>	1	2	3	4	5	6	7	<i>Very intense</i>
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
C13. How competitive is the provision of the following services to your firm?	<i>Not at all competitive</i>	1	2	3	4	5	6	7	<i>Extremely Competitive</i>
	<ul style="list-style-type: none"> • Professional Services • Retail Services • Transport & Logistics Services • Financial Services • Networks (T-com, Internet, Post) 	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	

Question	Response Parameters								
C14. To what extent do companies collaborate in sharing ideas and innovating?	<i>Not at all</i>	1	2	3	4	5	6	7	<i>To a great extent</i>
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>									
C15. To what extent are business services available?	<i>Not available</i>	1	2	3	4	5	6	7	<i>Abundantly Available</i>
<ul style="list-style-type: none"> • Research • Marketing • Business Support • Accounting 	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>								
C16. To what extent does the threat of terrorism impose costs on business?	<i>Not at all</i>	1	2	3	4	5	6	7	<i>To a great extent</i>
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>									
C17. To what extent does the large refugee populations impose costs on business?	<i>Not at all</i>	1	2	3	4	5	6	7	<i>To a great extent</i>
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>									
C18. To what extent can police services be relied upon to enforce law and order?	<i>Not at all</i>	1	2	3	4	5	6	7	<i>To a great extent</i>
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>									
C19. How efficient is the government in providing public goods and services?	<i>Very In-Efficient</i>	1	2	3	4	5	6	7	<i>Very Efficient</i>
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>									
C20. How efficient are the legal and judicial systems for companies in settling disputes?	<i>Extremely In-Efficient</i>	1	2	3	4	5	6	7	<i>Extremely Efficient</i>
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>									
C21. To what extent does the government ensure a stable policy environment for doing business?	<i>Not at all</i>	1	2	3	4	5	6	7	<i>To a great extent</i>
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>									
C22. To what extent do government officials show favoritism to well-connected firms and individuals when deciding upon policies and contracts?	<i>Not at all</i>	1	2	3	4	5	6	7	<i>To a great extent</i>
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>									

Question	Response Parameters																														
C23. How common is it for companies to make undocumented extra payments or bribes in connection with the following	Never Occurs <ul style="list-style-type: none"> • Imports and Exports • Public Utilities • Tax Payments • Awarding Contracts and Licenses • Obtaining favorable judicial decision 	1	2	3	4	5	6	7	Very common																						
C24. How do you assess the stringency of your country's environmental regulations?	Very relaxed	1	2	3	4	5	6	7	Among the most Stringent																						
C25. How do you assess the quality of the natural environment?	Very Poor; Among the worst	1	2	3	4	5	6	7	Among the Most Pristine																						
C26. How do you assess the enforcement of environmental regulations?	Very Relaxed	1	2	3	4	5	6	7	Among the most Rigorous																						
C27. What are the top 2 risks that you believe to be of most concern for doing business in your country over the next ten years? <i>Pre-codes are listed #1-30. Do not read them to the respondent. If the respondent answer matches a pre-code below, write the number for the pre-code. If the answer does not match any of the pre-codes, note as other and record it verbatim.</i>	I. _____ (Open Ended and POST CODE using Pre-Codes below or other) II. _____ (Open Ended and POST CODE using Pre-Codes below or other) <table border="0" style="width: 100%;"> <tr> <td style="width: 33%;">1. Asset Speculation</td> <td style="width: 33%;">2. Failure of Financial System</td> <td style="width: 33%;">3. Natural Catastrophes</td> </tr> <tr> <td>4. Biodiversity Loss / Ecosystem Collapse</td> <td>5. Failure of National Governance</td> <td>6. Profound Social Instability</td> </tr> <tr> <td>7. Information Infrastructure Breakdown.</td> <td>8. Failure of Urban Planning</td> <td>9. Spread of Infectious Disease</td> </tr> <tr> <td>10. Cyber Attacks</td> <td>11. Failure of Economic Planning</td> <td>12. State Collapse or Crisis</td> </tr> <tr> <td>13. Data Fraud or Theft</td> <td>14. Fiscal Crisis</td> <td>15. Terrorist attacks</td> </tr> <tr> <td>16. Deflation</td> <td>17. Illicit Trade</td> <td>18. Unemployment or Underemployment</td> </tr> <tr> <td>19. Energy Price Shock</td> <td>20. Inter-State Conflict</td> <td>21. Unmanageable Inflation</td> </tr> <tr> <td>22. Extreme Weather Events</td> <td>23. Large Scale Influx of Refugees</td> <td>24. Water Crises</td> </tr> <tr> <td>25. Failure of Climate Change Adaptation</td> <td>26. Manmade Catastrophes (Environ.)</td> <td>27. Weapons of Mass Destruction</td> </tr> <tr> <td>28. Failure of Key Infrastructure</td> <td>29. Misuse of Technologies</td> <td>30. Food Crises</td> </tr> </table>	1. Asset Speculation	2. Failure of Financial System	3. Natural Catastrophes	4. Biodiversity Loss / Ecosystem Collapse	5. Failure of National Governance	6. Profound Social Instability	7. Information Infrastructure Breakdown.	8. Failure of Urban Planning	9. Spread of Infectious Disease	10. Cyber Attacks	11. Failure of Economic Planning	12. State Collapse or Crisis	13. Data Fraud or Theft	14. Fiscal Crisis	15. Terrorist attacks	16. Deflation	17. Illicit Trade	18. Unemployment or Underemployment	19. Energy Price Shock	20. Inter-State Conflict	21. Unmanageable Inflation	22. Extreme Weather Events	23. Large Scale Influx of Refugees	24. Water Crises	25. Failure of Climate Change Adaptation	26. Manmade Catastrophes (Environ.)	27. Weapons of Mass Destruction	28. Failure of Key Infrastructure	29. Misuse of Technologies	30. Food Crises
1. Asset Speculation	2. Failure of Financial System	3. Natural Catastrophes																													
4. Biodiversity Loss / Ecosystem Collapse	5. Failure of National Governance	6. Profound Social Instability																													
7. Information Infrastructure Breakdown.	8. Failure of Urban Planning	9. Spread of Infectious Disease																													
10. Cyber Attacks	11. Failure of Economic Planning	12. State Collapse or Crisis																													
13. Data Fraud or Theft	14. Fiscal Crisis	15. Terrorist attacks																													
16. Deflation	17. Illicit Trade	18. Unemployment or Underemployment																													
19. Energy Price Shock	20. Inter-State Conflict	21. Unmanageable Inflation																													
22. Extreme Weather Events	23. Large Scale Influx of Refugees	24. Water Crises																													
25. Failure of Climate Change Adaptation	26. Manmade Catastrophes (Environ.)	27. Weapons of Mass Destruction																													
28. Failure of Key Infrastructure	29. Misuse of Technologies	30. Food Crises																													

D. Company Performance

Question	Response Parameters
<p>D1. When it comes to the overall outlook of your sector over the last year, would you say that things are moving in the right direction or in the wrong direction:</p>	<ul style="list-style-type: none"> <input type="radio"/> Right Direction <ul style="list-style-type: none"> ▪ What is the main reason: _____ (RECORD VERBATIM AND POST CODE) <input type="radio"/> Wrong Direction <ul style="list-style-type: none"> ▪ What is the main reason: _____ (RECORD VERBATIM AND POST CODE) <input type="radio"/> Don't Know (DO NOT READ)
<p>D2. When it comes to the sales and profits (performance) of your business, over the last five years (ASK SINCE YOUR BUSINESS STARTED IF LESS THAN FIVE YEARS OLD), would you say that your sales and profits have</p> <p>(Check one)</p>	<ul style="list-style-type: none"> <input type="radio"/> Significantly improved <input type="radio"/> Somewhat improved <input type="radio"/> Remained the same <input type="radio"/> Somewhat worsened <input type="radio"/> Significantly worsened <input type="radio"/> Refused to Answer (DO NOT READ) <input type="radio"/> Don't Know (DO NOT READ)
<p>D3. Thinking of your sales and profit over the last 12 months, would you say that your sales and profits have:</p> <p>(Check one)</p>	<ul style="list-style-type: none"> <input type="radio"/> Significantly improved <input type="radio"/> Somewhat improved <input type="radio"/> Remained the same <input type="radio"/> Somewhat worsened <input type="radio"/> Significantly worsened <input type="radio"/> Refused to Answer (DO NOT READ) <input type="radio"/> Don't Know (DO NOT READ)
<p>D4. Thinking of your sales and profit over the coming 12 months, would you say that your sales and profits are most likely to:</p> <p>(Check one)</p>	<ul style="list-style-type: none"> <input type="radio"/> Significantly improve <input type="radio"/> Somewhat improve <input type="radio"/> Remain the same <input type="radio"/> Somewhat worsen <input type="radio"/> Significantly worsen <input type="radio"/> Refused to Answer (DO NOT READ) <input type="radio"/> Don't Know (DO NOT READ)
<p>D5. During the last 12 months would you say that your business allows you to:</p>	<ul style="list-style-type: none"> <input type="radio"/> Live well above my living costs <input type="radio"/> Live comfortably given my living costs <input type="radio"/> I struggle to live <input type="radio"/> I am losing money <input type="radio"/> Don't know <input type="radio"/> Refuse to Answer

Question	Response Parameters
<p>D6. What are the two most important opportunities to improve the performance of your business, today?</p> <p>(OPEN ENDED, post coded)</p>	<p>I. _____ Record Verbatim and Post Code</p> <p>II. _____ Record Verbatim and Post Code</p> <p>○ Don't Know (DO NOT READ)</p>
<p>D7. Are you planning to do any of the following actions related to your business over the next 12 months? (I will read for you some actions that you may be or may be not considering on doing. Please respond yes, no or not sure as it applies to you)</p> <p>Use Pre-Codes #1 to #10 or enter response and post code.</p>	<p>Open Ended _____ (enter Verbatim)</p> <ol style="list-style-type: none"> 1. Increase the number of workers? 2. Get machinery or equipment? 3. Increase the amount of raw material or merchandise you buy? 4. Buy, remodel or increase the size of the shop or factory? 5. Change the location or buy an additional shop, warehouse, sales point? 6. Include new products, services or markets on you production/trade/service line? 7. Start up a new business? 8. Improve the promotion campaign? 9. Adopt new or improved technologies? 10. Buy e vehicle for the business?

E. Access to Finance

Question	Response Parameters		
E1. To what extent do the costs of financial services impede business performance?	<p style="text-align: center;"><i>Impedes to a great extent</i> 1 2 3 4 5 6 7 <i>Does not impede at all</i></p> <p style="text-align: center;"> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> </p>		
E2. Does the financial sector provide sufficient range of financial products and services?	<p style="text-align: center;"><i>Not at all</i> 1 2 3 4 5 6 7 <i>To a great extent</i></p> <p style="text-align: center;"> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> </p>		
E3. Does the financial sector provide sufficient information about the range of financial products and services that are offered?	<p style="text-align: center;"><i>Not at all</i> 1 2 3 4 5 6 7 <i>To a great extent</i></p> <p style="text-align: center;"> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> </p>		
E4. When it comes to the performance and growth of your business, would you say that access to finance is:	<ul style="list-style-type: none"> <input type="radio"/> Very Important <input type="radio"/> Important <input type="radio"/> Not at all important <input type="radio"/> Don't know (DO NOT READ) 		
<p>E5. What are the two most important financial needs/ banking services for your business?</p> <p><i>(Pre-Codes provided 1-14, DO NOT READ them, to record the answer choose and write the code from the list; if answer does not fit in a code use the 14. other and write the verbatim)</i></p>	<p>I. _____ (Open Ended and POST CODE)</p> <p>II. _____ (Open Ended and POST CODE)</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> 1. Checking Account 2. Savings Account 3. Credit Card 4. Business Loans 5. Fixed Term Savings Certificates 6. ATM and Debit Cards 7. Life, Accident and Other Insurance </td> <td style="width: 50%; vertical-align: top;"> <ul style="list-style-type: none"> 8. Mortgage Loan 9. Wire Transfer (Domestic and International) 10. Electronic Payment 11. Phone Transactions 12. Services for Receiving Payments (Domestic and Foreign) 13. Savings / Credit Products 14. Other (write in verbatim in I or II) </td> </tr> </table>	<ul style="list-style-type: none"> 1. Checking Account 2. Savings Account 3. Credit Card 4. Business Loans 5. Fixed Term Savings Certificates 6. ATM and Debit Cards 7. Life, Accident and Other Insurance 	<ul style="list-style-type: none"> 8. Mortgage Loan 9. Wire Transfer (Domestic and International) 10. Electronic Payment 11. Phone Transactions 12. Services for Receiving Payments (Domestic and Foreign) 13. Savings / Credit Products 14. Other (write in verbatim in I or II)
<ul style="list-style-type: none"> 1. Checking Account 2. Savings Account 3. Credit Card 4. Business Loans 5. Fixed Term Savings Certificates 6. ATM and Debit Cards 7. Life, Accident and Other Insurance 	<ul style="list-style-type: none"> 8. Mortgage Loan 9. Wire Transfer (Domestic and International) 10. Electronic Payment 11. Phone Transactions 12. Services for Receiving Payments (Domestic and Foreign) 13. Savings / Credit Products 14. Other (write in verbatim in I or II) 		
E6. When it comes to the two most important banking needs of your business, what is your overall level of satisfaction?	<ul style="list-style-type: none"> <input type="radio"/> Very satisfied <input type="radio"/> Somewhat satisfied <input type="radio"/> Neither satisfied nor dissatisfied <input type="radio"/> Somewhat dissatisfied <input type="radio"/> Very Dissatisfied 		
E7. How do you primarily finance your business?	<p>Open Ended _____ (enter Verbatim)</p>		

Question	Response Parameters		
Use Pre-Codes #1 to #13 or enter response and post code.	<table border="0"> <tr> <td style="vertical-align: top;"> <ol style="list-style-type: none"> 1. The business generates self-sustaining revenues 2. Loan from commercial bank 3. loan from microfinance institution 4. revolving fund 5. loan from family 6. loan from friends 7. Loan from private money lender </td> <td style="vertical-align: top; padding-left: 20px;"> <ol style="list-style-type: none"> 8. Group Loan 9. Credit Card 10. Savings 11. Other 12. Don't Know 13. Refuse to Answer </td> </tr> </table>	<ol style="list-style-type: none"> 1. The business generates self-sustaining revenues 2. Loan from commercial bank 3. loan from microfinance institution 4. revolving fund 5. loan from family 6. loan from friends 7. Loan from private money lender 	<ol style="list-style-type: none"> 8. Group Loan 9. Credit Card 10. Savings 11. Other 12. Don't Know 13. Refuse to Answer
<ol style="list-style-type: none"> 1. The business generates self-sustaining revenues 2. Loan from commercial bank 3. loan from microfinance institution 4. revolving fund 5. loan from family 6. loan from friends 7. Loan from private money lender 	<ol style="list-style-type: none"> 8. Group Loan 9. Credit Card 10. Savings 11. Other 12. Don't Know 13. Refuse to Answer 		
E8. In the last 12 months have you applied for a loan for your enterprise/project or received financial support from an organization or financial institution/bank	<ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Don't Know <input type="radio"/> Refuse to Answer 		
E8i. If no, why not? Use Pre-Codes #1 to #11 or enter response and post code.	Open Ended _____ (enter Verbatim) <table border="0" style="margin-top: 10px;"> <tr> <td style="vertical-align: top;"> <ol style="list-style-type: none"> 1. Didn't know what the options were 2. Didn't understand the process 3. didn't believe my business would be eligible 4. Loan or financing conditions were too difficult (rate, size, term, collateral) 5. My religion doesn't allow me to accept a loan </td> <td style="vertical-align: top; padding-left: 20px;"> <ol style="list-style-type: none"> 6. Fear of being unable to pay it back 7. I don't trust financial institutions / banks 8. I don't need to take out a loan 9. The bank or FI didn't have the right options for my company 10. Don't Know 11. Refuse to Answer 12. </td> </tr> </table>	<ol style="list-style-type: none"> 1. Didn't know what the options were 2. Didn't understand the process 3. didn't believe my business would be eligible 4. Loan or financing conditions were too difficult (rate, size, term, collateral) 5. My religion doesn't allow me to accept a loan 	<ol style="list-style-type: none"> 6. Fear of being unable to pay it back 7. I don't trust financial institutions / banks 8. I don't need to take out a loan 9. The bank or FI didn't have the right options for my company 10. Don't Know 11. Refuse to Answer 12.
<ol style="list-style-type: none"> 1. Didn't know what the options were 2. Didn't understand the process 3. didn't believe my business would be eligible 4. Loan or financing conditions were too difficult (rate, size, term, collateral) 5. My religion doesn't allow me to accept a loan 	<ol style="list-style-type: none"> 6. Fear of being unable to pay it back 7. I don't trust financial institutions / banks 8. I don't need to take out a loan 9. The bank or FI didn't have the right options for my company 10. Don't Know 11. Refuse to Answer 12. 		
E8ii. if yes, to whom did you most recently apply for a loan	<ul style="list-style-type: none"> <input type="radio"/> Bank <input type="radio"/> Microfinance Institution <input type="radio"/> International Donor or Donor Funded Project <input type="radio"/> Government Program <input type="radio"/> Money Lender <input type="radio"/> Other <input type="radio"/> Don't know <input type="radio"/> Refuse to Answer 		
E8iii. If yes, were you approved	<ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Don't Know <input type="radio"/> Refuse to Answer 		
E8iiia. If not approved, why not?	Open Ended _____ (enter Verbatim) <ol style="list-style-type: none"> 1. Did not have the required guarantee (guarantors or collateral) 		

Question	Response Parameters
<p>Use Pre-Codes #1 to #8 or enter response and post code.</p>	<ol style="list-style-type: none"> 2. Did not have sufficient earnings 3. Business climate too risky at the moment 4. Inadequate credit history 5. The reason for the loan was not sufficient for the financial institution 6. I don't know why not 7. Other 8. Don't know
<p>E8iiib. if you were approved, what was the purpose for the financing?</p> <p>Use Pre-Codes #1 to #12 or enter response and post code.</p>	<p>Open Ended _____ (enter Verbatim)</p> <ol style="list-style-type: none"> 1. To improve or upgrade products as part of the current business 2. To add new products or business activities 3. To expand operations to another area 4. To buy more resources (materials or goods) 5. To pay for wages for staff 6. Expansion or purchase of property 7. Pay off company debt 8. To pay for children's education 9. To finance the needs of my family 10. To pay off personal debts 11. Other 12. Don't Know
<p>E9. Over the past 3 years would you say that your access to finance has:</p>	<ul style="list-style-type: none"> <input type="radio"/> Significantly Less Challenging <input type="radio"/> Less Challenging <input type="radio"/> Stayed the Same <input type="radio"/> More Challenging <input type="radio"/> Significantly More Challenging <input type="radio"/> Don't Know

F. Workforce and Employment

Question	Response Parameters
F1. Please indicate which trend best describes your firm's overall employment level the last 3 years (Check one)	<input type="radio"/> Large reduction every year- less by more than 30% <input type="radio"/> Gradual reduction every year- Less by 1%-29% <input type="radio"/> Gradual increase every year- More by 1%-29% <input type="radio"/> Large increase every year- More by more than 30% <input type="radio"/> Erratic; no clear pattern
F2. Do you expect to hire additional workers over the coming year?	<input type="radio"/> Yes (If yes, ask for best estimate of how many _____ (record estimate)) <input type="radio"/> No <input type="radio"/> Not Sure <input type="radio"/> Refused to Answer (DO NOT READ)
F3. Is the company owner(s) also manager(s) in the firm?	<input type="radio"/> Yes <input type="radio"/> No
F4. Please indicate which trend best describes your firm's employment of women the last 3 years: (Check one)	<input type="radio"/> Large reduction every year- less by more than 30% <input type="radio"/> Gradual reduction every year- Less by 1%-29% <input type="radio"/> Gradual increase every year- More by 1%-29% <input type="radio"/> Large increase every year- More by more than 30% <input type="radio"/> Erratic; no clear pattern <input type="radio"/> We don't hire women
F5. What are the main challenges in terms of hiring and retaining women? (Check all that apply)	<input type="radio"/> Inadequate education and skills <input type="radio"/> Poor work ethic <input type="radio"/> Culture and Tradition <input type="radio"/> Transportation <input type="radio"/> Child Care <input type="radio"/> Recurrent maternity leaves <input type="radio"/> High Salary Expectations <input type="radio"/> Dis-Interest in Sector <input type="radio"/> Other (Explain and Post Code)
F6. Please indicate which trend best describes your firm's employment of youth (persons 18-35) the last 3 years: (Check one)	<input type="radio"/> Large reduction every year- less by more than 30% <input type="radio"/> Gradual reduction every year- Less by 1%-29% <input type="radio"/> Gradual increase every year- More by 1%-29% <input type="radio"/> Large increase every year- More by more than 30% <input type="radio"/> Erratic; no clear pattern <input type="radio"/> We don't hire youth

Question	Response Parameters
<p>F7. What are the main challenges in terms of hiring and retaining youth (Persons 18 to 35)?</p> <p>(Check all that apply)</p>	<ul style="list-style-type: none"> <input type="radio"/> Inadequate education and skills <input type="radio"/> Poor work ethic <input type="radio"/> Culture and Tradition <input type="radio"/> Transportation <input type="radio"/> Child Care <input type="radio"/> High Salary Expectations <input type="radio"/> Dis-Interest in Sector <input type="radio"/> Other (Explain and Post Code)
<p>F8. Has your firm's employed foreign labor over the last 3 years:</p> <p>(Check one)</p>	<ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Do Not Know
<p>F8i. If yes, are the foreign workers legally hired?</p>	<ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Do Not Know
<p>F8ii. If yes, where are most of your foreign workers from:</p> <p>(Check one)</p>	<ul style="list-style-type: none"> <input type="radio"/> Syria <input type="radio"/> Palestine <input type="radio"/> Iraq <input type="radio"/> North Africa (i.e. Morocco, Libya) <input type="radio"/> South Asia (i.e. India, Pakistan, Bangladesh, Sri Lanka) <input type="radio"/> East Asia (Philippines) <input type="radio"/> Other _____ (Enter Verbatim and Post-Code Other Responses)
<p>F9. Would your firm like to have more freedom and flexibility to hire foreign labor?</p>	<ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Do Not Know <input type="radio"/>
<p>F9i. If yes, what specific additional freedom or flexibility would be most helpful to you?</p> <p>(Open Ended & Post Code)</p>	<ul style="list-style-type: none"> <input type="radio"/> _____ Enter Verbatim and Post Code)
<p>F10. Excluding yourself, does your business have any Jordanian workers?</p>	<ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Don't know

Question	Response Parameters																																																		
F10i. if yes, excluding the owner(s) does your business have any full-time Jordanian workers?	<ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Don't Know 																																																		
F10ii. If yes, what is the main reason for full time Jordanian employees to leave the company (Pick one, and if needed the one who most recently left)? <i>Open Ended; use pre-codes #1-14</i>	<p style="text-align: center;">_____ (Open Ended and POST CODE)</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; vertical-align: top;"> <ol style="list-style-type: none"> 1. Employee hired by a competitor at a better rate 2. Employee left to start their own business 3. Employee moved abroad for work reasons 4. Employee does not see a career within the industry 5. Employee's salary demands are too high 6. Working hours were not suitable 7. Employee took government or public service job </td> <td style="width: 50%; vertical-align: top;"> <ol style="list-style-type: none"> 8. Family would not allow them to continue working 9. Social pressures meant they no longer wanted to work here 10. Transportation costs were too high 11. Family responsibilities meant they had to leave 12. Personal Reasons 13. Other 14. Don't Know </td> </tr> </table>	<ol style="list-style-type: none"> 1. Employee hired by a competitor at a better rate 2. Employee left to start their own business 3. Employee moved abroad for work reasons 4. Employee does not see a career within the industry 5. Employee's salary demands are too high 6. Working hours were not suitable 7. Employee took government or public service job 	<ol style="list-style-type: none"> 8. Family would not allow them to continue working 9. Social pressures meant they no longer wanted to work here 10. Transportation costs were too high 11. Family responsibilities meant they had to leave 12. Personal Reasons 13. Other 14. Don't Know 																																																
<ol style="list-style-type: none"> 1. Employee hired by a competitor at a better rate 2. Employee left to start their own business 3. Employee moved abroad for work reasons 4. Employee does not see a career within the industry 5. Employee's salary demands are too high 6. Working hours were not suitable 7. Employee took government or public service job 	<ol style="list-style-type: none"> 8. Family would not allow them to continue working 9. Social pressures meant they no longer wanted to work here 10. Transportation costs were too high 11. Family responsibilities meant they had to leave 12. Personal Reasons 13. Other 14. Don't Know 																																																		
F11. How available are high-quality, professional training services?	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;"></td> <td style="text-align: center;"><i>Not available at all</i></td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> <td style="text-align: center;">6</td> <td style="text-align: center;">7</td> <td style="text-align: right;"><i>Widely Available</i></td> </tr> <tr> <td>Provided inside your firm</td> <td></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td></td> </tr> <tr> <td>Provided by the Government</td> <td></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td></td> </tr> <tr> <td>Provided by Private Institutions</td> <td></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td></td> </tr> <tr> <td>Provided by development programs/ agencies</td> <td></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td></td> </tr> </table>		<i>Not available at all</i>	1	2	3	4	5	6	7	<i>Widely Available</i>	Provided inside your firm		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		Provided by the Government		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		Provided by Private Institutions		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		Provided by development programs/ agencies		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
	<i>Not available at all</i>	1	2	3	4	5	6	7	<i>Widely Available</i>																																										
Provided inside your firm		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>																																											
Provided by the Government		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>																																											
Provided by Private Institutions		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>																																											
Provided by development programs/ agencies		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>																																											
F12. To what extent can companies find people with the skills required to fill their vacancies?	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;"></td> <td style="text-align: center;"><i>Not at all</i></td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> <td style="text-align: center;">6</td> <td style="text-align: center;">7</td> <td style="text-align: right;"><i>To a great extent</i></td> </tr> <tr> <td></td> <td></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td></td> </tr> </table>		<i>Not at all</i>	1	2	3	4	5	6	7	<i>To a great extent</i>			<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>																															
	<i>Not at all</i>	1	2	3	4	5	6	7	<i>To a great extent</i>																																										
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>																																											
F13. To what extent is pay related to employee productivity?	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;"></td> <td style="text-align: center;"><i>Not at all</i></td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> <td style="text-align: center;">6</td> <td style="text-align: center;">7</td> <td style="text-align: right;"><i>To a great extent</i></td> </tr> <tr> <td></td> <td></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td></td> </tr> </table>		<i>Not at all</i>	1	2	3	4	5	6	7	<i>To a great extent</i>			<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>																															
	<i>Not at all</i>	1	2	3	4	5	6	7	<i>To a great extent</i>																																										
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>																																											
F14. To what extent do laws and regulations allow flexible hiring and firing of workers?	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;"></td> <td style="text-align: center;"><i>Not at all</i></td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> <td style="text-align: center;">6</td> <td style="text-align: center;">7</td> <td style="text-align: right;"><i>To a great extent</i></td> </tr> <tr> <td></td> <td></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td></td> </tr> </table>		<i>Not at all</i>	1	2	3	4	5	6	7	<i>To a great extent</i>			<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>																															
	<i>Not at all</i>	1	2	3	4	5	6	7	<i>To a great extent</i>																																										
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>																																											
F15. How would you assess the quality of vocational training?	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;"></td> <td style="text-align: center;"><i>Very Poor Quality</i></td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> <td style="text-align: center;">6</td> <td style="text-align: center;">7</td> <td style="text-align: right;"><i>Very High Quality</i></td> </tr> <tr> <td></td> <td></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td></td> </tr> </table>		<i>Very Poor Quality</i>	1	2	3	4	5	6	7	<i>Very High Quality</i>			<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>																															
	<i>Very Poor Quality</i>	1	2	3	4	5	6	7	<i>Very High Quality</i>																																										
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>																																											
F16. How restrictive are laws and regulations related to the hiring of foreign labor?	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;"></td> <td style="text-align: center;"><i>Not at all</i></td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> <td style="text-align: center;">6</td> <td style="text-align: center;">7</td> <td style="text-align: right;"><i>Very Restrictive</i></td> </tr> <tr> <td></td> <td></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td></td> </tr> </table>		<i>Not at all</i>	1	2	3	4	5	6	7	<i>Very Restrictive</i>			<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>																															
	<i>Not at all</i>	1	2	3	4	5	6	7	<i>Very Restrictive</i>																																										
		<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>																																											

G. “Connectedness”

Question	Response Parameters
<p>G1. Does your business collaborate regularly with other businesses?</p> <p><i>(Check One)</i></p>	<ul style="list-style-type: none"> <input type="radio"/> Collaborate Extensively <input type="radio"/> Collaborate Periodically <input type="radio"/> Collaborate Rarely <input type="radio"/> No B2B Collaboration <input type="radio"/> Do Not Know <input type="radio"/> Refused to Answer
<p>G1i. if yes, with which companies do you collaborate the most?</p> <p><i>(May name up to 3)</i></p>	<p>I. _____ Record Verbatim and Post Code</p> <p>II. _____ Record Verbatim and Post Code</p> <p>III. _____ Record Verbatim and Post Code</p>
<p>G2. Which company in Jordan do you most admire, and why?</p> <p><i>(May name up to 3)</i></p>	<ul style="list-style-type: none"> ➤ (which) _____ Record Verbatim and Post Code ➤ (why) _____ Record Verbatim and Post Code
<p>G3. Does your business work with any trade associations or other organized interest groups?</p> <p><i>(Check one)</i></p>	<ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Do Not Know <input type="radio"/> Refused to Answer
<p>G3i. If yes, which organizations or interest groups do you find to be the most helpful or knowledgeable?</p> <p><i>(May name up to 3)</i></p>	<p>I. _____ Record Verbatim and Post Code</p> <p>II. _____ Record Verbatim and Post Code</p> <p>III. _____ Record Verbatim and Post Code</p>
<p>G4. Does your business work with, or receive services from, any government agencies or institutions?</p> <p><i>(Check one)</i></p>	<ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Do Not Know <input type="radio"/> Refused to Answer

Question	Response Parameters
<p>G4i. If yes, which government agencies or institutions do you find to be the most effective? knowledgeable?</p> <p><i>(May name up to 3)</i></p>	<p>I. _____ Record Verbatim and Post Code</p> <p>II. _____ Record Verbatim and Post Code</p> <p>III. _____ Record Verbatim and Post Code</p>
<p>G5. Has your business received support or assistance from any international organizations in Jordan?</p> <p><i>(Check One)</i></p>	<p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Do Not Know</p> <p><input type="radio"/> Refused to Answer</p>
<p>G5i. If yes, please name the organization(s) that you have received support or assistance.</p> <p><i>(May name up to 5)</i></p>	<p>I. _____ Record Verbatim and Post Code</p> <p>II. _____ Record Verbatim and Post Code</p> <p>III. _____ Record Verbatim and Post Code</p> <p>IV. _____ Record Verbatim and Post Code</p> <p>V. _____ Record Verbatim and Post Code</p>
<p>G5ii. If yes, did you find the support or assistance helpful or valuable?</p>	<p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p> <p><input type="radio"/> Do Not Know</p> <p><input type="radio"/> Refused to Answer</p>
<p>G5iii. If yes in G5iii, Kindly explain what aspects you found to be particularly valuable or useful?</p> <p><i>(Limit to 2 Examples)</i></p>	<p>I. _____ Record Verbatim and Post Code</p> <p>II. _____ Record Verbatim and Post Code</p>
<p>G5iv. If no in G5iii, Kindly explain what aspects you found not to be particularly valuable or useful?</p> <p><i>(Limit to 2 Examples)</i></p>	<p>I. _____ Record Verbatim and Post Code</p> <p>II. _____ Record Verbatim and Post Code</p>